

CUSTOMER PRIVACY

At PFD Financial Services Limited we respect your privacy and the confidentiality of your personal information.

WHO ARE WE?

PFD Financial Services Limited is an appointed representative of Quilter Financial Services Limited and Quilter Mortgage Planning Limited and are part of the Quilter Group of companies.

For further details on the companies in our group, please visit: <https://www.quilter.com/about-us/our-brands/>

WHAT DATA DO WE COLLECT AND WHY?

We collect personal information about you when you use our website, contact us about products and services, visit a financial adviser or carry out transactions with us. We collect information that is necessary for the provision of financial advice and administration of the products or services you are seeking, and for legal and regulatory purposes. We also collect and use your personal information where necessary to improve our services, our business processes, and to communicate with you. For the provision of advice we need to collect sensitive information, such as information about your health. To do this, we will ask for your consent.

We will always keep your data safe and secure, and where we share your data with other businesses to fulfil the purposes above we make sure they follow our instructions and keep your data secure. We will never sell your data, and we will not send you communications about unrelated services without your consent.

COOKIES

We also collect information about you from other sources. For example, our website automatically collects information from your computer using “cookies” which provides us with limited personal information. Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the website owners. For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

FIND OUT MORE

Our Privacy Notice, please see ‘Useful Links’ – ‘Full Privacy Notice’, holds much more information about how we collect, use and share your personal information. There is also information about the rights you have over your personal data, and how to contact us if you have any questions. Please write to:

The Office of Data Protection,
Quilter Financial Services,
Wiltshire Court
Farnsby Street,
Swindon
SN1 5AH

QFPDataGuardian@quilter.com
Telephone: 0161 488 3559